

# Facts



# Information

[www.consumer.tas.gov.au](http://www.consumer.tas.gov.au)

Hotline : 1300 65 44 99



## **Radio and Television Programs Content**

### **How to complain**

If there is something you have seen or heard on radio or television which you wish to complain about, you should make your complaint directly to the station concerned. The commercial stations have developed their own codes of practice to cover the content of the programs they broadcast. These codes deal with program classifications, accuracy and fairness in news and current affairs, advertising time on television and program promotions. The codes also include procedures on how to handle complaints, and have been registered with the Australian Broadcasting Authority (ABA).

If a station fails to answer your complaint within 60 days, or you get an answer you are unhappy with, you may complain to the ABA. The ABA will investigate your complaint and tell you the result of that investigation.

The ABA monitors both the complaints it receives directly, and the complaints received by broadcasters, as one means of assessing whether the codes of practice are in tune with prevailing community standards and concerns. The ABA can be contacted on 1800 226 667. For further information view their website at [www.aba.gov.au](http://www.aba.gov.au)

### **Complaints about advertisements**

Complaints about the content of both radio and television advertisements can be directed to the Advertising Standards Board. The Advertising Standards Board hears complaints about advertisements which people find offensive because of their use of language, discriminatory portrayal of people, or issues of concern for children, portrayals of violence, sex, sexuality, nudity and health and safety. The Board uses the Australian Association of National Advertisers' Code of Ethics as the basis of its determinations. The Board is contacted through the Advertising Standards Bureau on (02) 6262 9822. For further information view their website at [www.advertisingstandardsbureau.com.au](http://www.advertisingstandardsbureau.com.au)

If you feel an advertisement is misleading, you can contact Consumer Affairs and Fair Trading.



**Consumer Affairs and Fair Trading**  
*Maintaining a fair, safe and equitable marketplace*